

Wadiya Penn

1608 New Jersey Ave., NW
Washington, DC 20001
202-986-7259

January 22, 1999

Office of the Secretary
FCC
445 12th St., SW
Washington, DC 20554

Re: Matter of Truth in Billing & Billing Format
CC Docket number 98-170

To whom it may concern:

Hello. My name is Wadiya Penn. I can be reached via mail at 1608 New Jersey Ave., NW, Washington, DC, 20001 and by telephone at 202-408-3808 during the workday and 202-986-7259 after normal business hours. The number where there is a problem is 202-986-7259. My local telephone company is Bell Atlantic.

Over the past two months, I've been trying to resolve a dispute with LCI/Qwest International. I've talked with several of their customer service representatives, left messages for several supervisors, and wrote a letter of complaint to the CEO of the company. I still have not received a response or a remedy from the company.

At the beginning of October 1998, I paid for a long distance bill with my debt card. The representative did not inform me that by doing this LCI would automatically set my account up for automatic debits. Towards mid November, I noticed that the company went into my account two times taking out a total of \$93. I called customer service and complained. I had not authorized the debits, not had I received a bill for the charges. Talicia, a customer service supervisor assured me, that it would not happen again. She gave me the name and number of a billing supervisor so that I could confirm what she told me.

After a two days of calling him, I was told that no such person worked there. On November 30, 1998, I realized that LCI/Qwest had gone into my account two more times. This time, they took a total of \$182.10. Once again they did not have permission, nor had I received a bill. I called the company again and spoke with a different representative who could not help me. After being left on hold for 45 minutes. I hung up. I tried calling back later on that day. This time, Theresa helped me. I closed my account with them and confirmed that with her. She assured me that they would investigate the situation and that she would personally make sure it would never happen again. I never heard from her.

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On December 2, 1998, I filed a complaint through my bank disputing the charges. I still had not received a bill of any sort. I also wrote a letter to the CEO of the company explaining what happened, my disgust, and how he could remedy the situation. On December 9, 1998, I wrote a letter to the Better Business Bureau filing a claim against LCI/Qwest. On December 8, 1998, I received a provisional credit for the sum of \$275.10 from my bank. They investigated the case and credited my account based on their findings. I never received a response from the LCI Customer Service Rep, the LCI Supervisors, nor the LCI CEO, Joseph Nacchio.

After reviewing my bank account last night, I noticed that LCI/Qwest has gone into my account two more times taking out a total of \$47.64. LCI has not been my long distance carrier since 11/30/98. I have not been their customer for over a month now and they are still going into my account. This has got to be illegal!

I have been severely inconvenienced by this situation. I had to cancel a trip to Atlanta for the first weekend of December because the \$275.10 debits left me with \$19 in my account. I've had to spend several hours at work and at home trying to resolve this issue. Two months is way too long for this to continue. I am awed that they have gone into my bank account six times without my permission. I find it even more interesting that I have not been billed. Above all, I can't fathom why they are still going into my account when I'm not their customer.

I would like the FCC to investigate the business practices of LCI/Qwest International. More specifically, this case in particular. I would like a response from LCI addressing my many attempts at resolving this. I would also like to be credited back for the \$47.64 and to be compensated for having to cancel a trip for their haphazard billing practices.

Thank you,

A handwritten signature in cursive script, appearing to read "Wadiya Penn".

Wadiya Penn

Attachments enclosed

Wadiya Penn

1608 New Jersey Ave., NW
Washington, DC 20001
202-986-7259

December 2, 1998

Electronic Banking Operations
Checkcard Research
1525 WT Harris Blvd.
Charlotte, NC 28262-8502

To whom it may concern:

At the beginning of October, I paid for an LCI/Quest phone bill using my checkcard. Since then, the company has gone into my account three times and taken money. I've never authorized this. In fact, after the first time they went into my account illegally, I called them and made it very clear that they were never to do it again. Of course, it happened two more times.

I've never received a tangible bill from them and don't know what exactly they are charging me for. Phone bills come in once a month, not three times in a week or two.

Info

Account number:	1030000492988
Card number:	4828520062803043
Amounts and dates:	89.85 11/19/98
	3.15 11/19/98
	148.87 11/30/98
	33.23 11/30/98
Merchant name:	LCI/Quest International
Work number:	202-408-3808
Home number:	202-986-7259

Thank You,

Wadiya Penn

Wadiya Penn

1608 New Jersey Ave., NW
Washington, DC 20001
202-986-7259

December 2, 1998

Quest Tower
555 17th Street
Denver, CO 80202
Att: Joseph Nacchio

Dear Mr. Nacchio:

I've been an LCI customer for over two years now. In all of my years as a customer, I have never experienced the lack of consideration and poor customer service that I've experienced in the past couple of weeks. I've spent my lunch breaks trying to resolve a situation with your billing office. I've spoken with customer service representatives who were limited in the assistance they could provide; I've left messages on the voicemail of several supervisors receiving no response; I've even tried getting a customer service address and have failed.

In the beginning of October, I paid for one bill using my debit card. The customer service representative never explained to me that using the card once automatically enrolls the customer in automatic LCI account debits. To my surprise, I noticed an \$89.95 debit from LCI on my account last week. After several attempts in contacting customer service, I finally explained the situation to Shaniqua. She didn't understand why this was happening and promised to have a supervisor call me. I did not receive a call back. I then called again. After speaking with Ceaser for an hour, I was able to speak with a supervisor, Telicia. She agreed that money should not have been debited without my permission. She then went into my account and noted that my account does not authorize automatic debits. I was given the telephone number to a Michael Mattaur, Billing Supervisor, and told to contact him about the problem. Telicia assured me that she would also leave a message for him.

After days of trying to contact Mr. Mattaur, I was told that no such person existed. I then spoke with Patrick. He apologizes for the situation and assures me that he will have a supervisor contact me ASAP to resolve the situation. I requested copies of the last three bills so that I could see if the charges were legitimate. After days of waiting, I called back and spoke with Ken. Still no progress was made.

Yesterday, I noticed that your company took two more debits. One for \$148.87 and another for \$33.23. Once again, I called customer service to find out what was going on. After a forty-five minute wait, I spoke with Naomi. By this time, I'm beyond livid. She reads the note saying that my account does not authorize automated debits and

apologizes. She told me that she would look into the situation and call me back today. I still have not received a call.

If I knew that your company was so haphazard in your billing, I would have never paid with my debit card. I am now out \$271 and have charges for long distance calls that I have never seen. I've never received a bill and I'm not sure for what months I'm being charged. I've gotten absolutely nowhere with your customer service representatives. I am tired and extremely disgusted with your company and its practices. I feel helpless in trying to resolve a problem that was on behalf of your company.

You have now lost me as a customer. Aside from that, I'm taking this matter to the better business bureau and I'm filing a claim with my bank. I want my money back! I refuse to pay for bills that I've never received. I would like a written response and action amending this problem.

Sincerely,

Wadiya Penn

Wadiya Penn

1608 New Jersey Ave., NW

Washington, DC 20001

202-986-7259

December 9, 1998

Att: Complaints
Better Business Bureau
(303) 758-8321

Dear Complaints:

I am filing a complaint against LCI/Quest. The CEO, Joseph Nacchio, is located at 555 17th St., Denver, CO 80202. During the second week of October, I called Quest to pay for a bill that was due. I knew that if I sent a check, I would be billed a late fee. I asked if I could pay for the bill with a debit card. The payment with the card was intended to be a one time automatic debit. Apparently, Quest assumed that they could continually go into my account and take out money. On 11/19, Quest made two debits: one for \$89.85 and another for \$3.15. When I noticed the debits, I called Quest immediately and after speaking with several different people explained to them that I never authorized automatic debits. I told them that I've never received a bill for \$89.85, nor \$3.15 and that if they want money, they need to send bills. I was assured that this would not happen again. I was given the name and number for a Mr. Michael Mattaur. Eventually, I was told that this person does not exist. Aside from this, I left several messages for various supervisors and never received a call back.

On 11/30, Quest went into my account two more times. This time, they debited \$148.87 and \$33.23. I couldn't believe it. I immediately filed a claim with my bank and tried to contact Quest. After speaking with several different people, I was told that they could not reverse the charges and that they would investigate the situation. I was also told to simply wait.

This situation is ridiculous. I can't believe the lack of direction and consideration on behalf of the Quest customer service. I've felt helpless and avoided. This whole incident has caused me to cancel a trip to Atlanta due to the lack of funds.

I understand corporate policy and procedures. I do not understand repetitious mistakes, unanswered messages, fictitious employees, and automatic debits with no bills. If the policy at Quest states that one checkcard payment equates to numerous automatic payments, I should have been told. In addition, I should have received bills for the amounts debited. I should have received immediate attention for this problem and the list goes on.

I would like to be reimbursed for the debits. I would also like to receive the bills in question.

Thank You,

Wadiya Penn

Wadiya Penn

1608 New Jersey Ave., NW
Washington, DC 20001
202-986-7259

January 8, 1999

Electronic Banking Operations
Checkcard Research
1525 WT Harris Blvd.
Charlotte, NC 28262-8502

To whom it may concern:

At the beginning of December 1998, I sent a letter concerning LCI/Qwest. They went into my account four times and took out a total of \$275.10. I've attached a copy of my previous letter for your review. I received a provisional credit from you as a result of your investigation.

Since then, LCI/Qwest has gone into my account two more times. Considering that they have not been my long distance carrier since 11/30/1998, this intensifies the fact that they don't have permission to go into my account. I have not received a bill for the debits. Kenetra Webb, a First Union Customer Service Representative, has discontinued the debit account number this company is using. I will be reissued another card.

Info

Account number: 1030000492988
Card number: 4828520062803043
Amounts and dates: 7.32 12/30/1998
40.32 12/30/1998
Merchant name: LCI/Qwest International
Work number: 202-408-3808
Home number: 202-986-7259

Thank You,

Wadiya Penn

Wadiya Penn

1608 New Jersey Ave., NW
Washington, DC 20001
202-986-7259

January 15, 1999

To whom it may concern:

Hello. My name is Wadiya Penn. I am a former customer of yours due to your company's lack of customer service and illegal billing operations. Over the past three months, your company has been debiting large sums of money out of my bank account without my permission and without sending me bills to verify the charges.

After the first two incidences on November 19th, I called and spoke with a supervisor in your Ohio office. I was told that they would discontinue debiting my account and research the complaint. I never received a follow up and, in less than two weeks, I noticed two more debits, on November 30th, out of my account from your company. I called again to complain and ultimately cancel your service. The customer service I received continued to be poor considering a complaint of illegal debits. I never got the chance to speak with an actual supervisor. Aside from being on hold for 45 minute intervals and leaving several voicemail messages, the situation continued to go on unanswered and unresolved. I left several messages requesting bills for the debits and a follow up to the complaint.

In the mean time, I wrote a letter of complaint to my bank, the Colorado Better Business Bureau, and the CEO of your company. It is now January 15, 1999 and I still have heard nothing from your company. I noticed a week ago that your company has gone into my account for the fifth and sixth time to take money. This amazes me considering my several complaints, the service cancellation, and the lack of bills to support the charges. I have proceeded to contact the FCC, a lawyer, and my congress representative.

As a result of your haphazard billing practices, I've had to cancel a trip, spend several hours writing letters, making phone calls, and siting on hold with your customer service department. You've ignored my complaints for entirely too long. You've lost me as a customer, you've lost anyone that I am associated with as a customer, you will be investigated by the FCC, and this is not the last you will hear of me to say the least. I suggest you take this matter seriously. I expect to hear a response within 30 days. I expect to receive bills for all of the debits charged to my account. And I expect proper compensation for my inconvenience.

Sincerely,

Wadiya Penn